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Paper:

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Tables

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Table 1 The need for individual staff learning in the KS process to prevent ID theft

Literature Findings	Source(s)
<ul style="list-style-type: none"> - Knowledge is an essential resource for companies. - Individual staff members' KS is vital for organisations. - The ability of an organisation to use knowledge effectively and extensively depends on its individuals who primarily create, use and share the knowledge. - Individual staff are required to learn how to share the knowledge of ID theft prevention. 	Abdullah <i>et al.</i> , (2016), Henttonen <i>et al.</i> , (2016), Wang and Hou (2015), Huang (2014), Kowta Sita and C.M. Chitale (2012), Luen and Al-Hawamdeh (2001), Siong <i>et al.</i> , (2011), Singh <i>et al.</i> , (2011), Jen-te Yang (2007), Willem and Buelens (2007), Nonaka and Peltokorpi (2006), and Kane <i>et al.</i> , (2005)
<ul style="list-style-type: none"> - Managing the knowledge and sharing it is known to be a big challenge in the private sector. The organisations are required to provide awareness to staff of the KS process. 	Kim and Lee (2006), and Silvi and Cuganesan (2006)
<ul style="list-style-type: none"> - In organisations, the role of individuals in KS needs consideration. - A higher level of attention to the people's viewpoint of knowledge in the organisations is required. 	Grant and Baden-Fuller (2004), and Stenmark (2000)
<ul style="list-style-type: none"> - Successful KS is dependent on the connections between individuals in the company. - There is rising empirical proof of focusing on the importance of individuals and their related aspects in KS processes in organisations. 	Iqbal <i>et al.</i> , (2015), Andrews and Delahaye (2000), and Wenger <i>et al.</i> , (2002)
<ul style="list-style-type: none"> - Various studies accept that KS activities are encouraged and implemented, particularly at an individual level. - Employee learning environment supports individuals for KS of the companies. 	Chang and Chuang (2011), Chow and Chan (2008), Cabrera and Cabrera (2002), and Bock and Kim (2001)
<ul style="list-style-type: none"> - Research studies include the drivers of individual KS in organisations. 	Chang and Chuang (2011), Tohidinia and Mosakhani (2010), and Chow and Chan (2008)
<ul style="list-style-type: none"> - Comprehensible attention to the aspects affecting KS in relation to individual level performance still seems to be missing in organisations. 	Lu <i>et al.</i> , (2006)
<ul style="list-style-type: none"> - The gap in the existing research is highlighted. - Research studies claimed that earlier studies tended to neglect the connections between the approach leading to the focus on individual KS and the environment of enhancing the knowledge of individuals working in online retail companies. 	Lai <i>et al.</i> , (2016), Yildirim (2016), He and Wei (2009)
<ul style="list-style-type: none"> - Most research on sharing knowledge focuses on public sector organisations. 	Titi Amayah (2013), Singh Sandhu <i>et al.</i> , (2011), Willem and Buelens (2007), and Yao <i>et al.</i> , (2007)
<ul style="list-style-type: none"> - Quite a few empirical studies include the knowledge transfer in private companies. ID fraudsters are too fast and smart to adopt new methods of stealing personal information. - An investigation of how individuals share their knowledge of ID theft prevention in OROs in the UK is required. 	Bush (2016), Lai <i>et al.</i> , (2016), Madiwalar (2016), Yildirim (2016), and Chohan <i>et al.</i> , (2014)
<ul style="list-style-type: none"> - Effective KS can be a major production driver in OROs. 	Silvi and Cuganesan (2006), and Gray and Laidlaw (2002)
<ul style="list-style-type: none"> - Individuals are required to enhance their knowledge of ID theft issues and how to secure information from fraudsters. 	Yildirim (2016)

Table 2 Research Instrument of the Study

Questions Asked	Sample Probe/ Further Questions
Block 01: About Interviewee	
What are your work responsibilities related to information security in the organisation?	Job title
How long have you been working in the organisation in that position?	In what departments and groups?
Block 02: KM Infrastructure	
What are the tools being used for sharing the knowledge for ID theft prevention in the organisation?	What IT skills are you required to have for sharing the knowledge for ID theft prevention?
How satisfied are you with the availability of the existing resources in your organisation for sharing the knowledge for ID theft prevention?	If not, then why?
To what extent are you satisfied with the usage of the existing resources provided in your organisation for the knowledge sharing for ID theft prevention?	If not, then what are the reasons?
What other resources would you like to have available to you?	
Block 03: ICT Know-how and Training	
How do you provide training to workers for enhancing their knowledge sharing skills for ID theft prevention in your organisation? (for managers only)	How do you get training to enhance your skills for knowledge sharing for ID theft prevention in your organisation? (for employees)
What advantages do you get from the training given for knowledge sharing for ID theft prevention in your organisation?	How do you implement the knowledge given in training for knowledge sharing for ID theft prevention?
Are these learning opportunities useful to you for sharing knowledge for ID theft prevention?	If yes, then how?
Block 04: Job Rotation	
Does your organisation practice job rotation to increase the knowledge of the employees?	If no, then why?
How useful is job rotation for increasing the knowledge of the employees for the prevention of ID theft in your organisation?	How do individuals gain an advantage of knowledge sharing for ID theft prevention from job rotation? How do teams get the benefit from job rotation for the knowledge sharing for ID theft prevention?
Block 05: Feedback on Performance Evaluation	
How does your organisation evaluate the performance of employees for the knowledge sharing for ID theft prevention?	If not, then why?
How does feedback on the performance of employees' impact on the knowledge sharing for ID theft prevention in your organisation?	
Block 06: Information Sourcing Opportunities	
Which information sources are provided to you for sharing the knowledge for ID theft prevention? (Email, internal network messaging, policy documents, text messages on cell phones).	Which of these resources do you prefer to use? Why? Which of these sources do you get the most up-to-date information from?
What other sources do you require for the knowledge sharing for ID theft prevention in the organisation?	
Block 07: Leadership Support	
How does management share the knowledge for ID theft prevention with employees in the organisation? (for managers only)	In what way do you receive information for ID theft prevention? (for employees)
What support do you expect from top management of your organisation for the knowledge sharing for ID theft prevention?	
Block 08: Knowledge Sharing Culture	

Do you trust others concerning the knowledge sharing for ID theft prevention in your organisation?	If no, then why?
Do you share knowledge concerning ID theft prevention with your colleagues in the organisation?	Do others, such as your colleagues in the same department or in other departments, share the knowledge for ID theft prevention with you?
What cultural changes (such as trust of other employees, communication with others and the behaviour of the information system) do you consider to be effective for the knowledge sharing for ID theft prevention in the organisation?	

Table 3 List of Interview Participants in CX

Participant Code	Participant Department	Participant Job Responsibility	Participant Experience
CX-R01	Group Security	Performance management.	9 years
CX-R02	Fraud Prevention	To action referrals, speaking to genuine customers who have been the victims of ID theft and solving their issues for them.	8 years
CX-R03	Fraud Prevention	Looking at online applications for credit. Dealing with victims of ID theft, attending to calls from victims and explaining to them what to do and helping them.	10 years
CX-R04	Group Security	Internal consultancy.	10 years
CX-R05	Group Security	Fraud and theft investigation and prevention.	24 years
CX-R06	Group Security	Threat detection, threat management and vulnerability scanning.	1 year
CX-R07	Group Security	Group security, head of technical services and training.	14 years
CX-R08	Group security	Information security specialist, making sure that customer data is safe. Encryption of sensitive information.	10 years
CX-R09	Group Security	Head of different departments. Consulting with the managers of various departments, especially group security, information security and fraud prevention departments.	10 years
CX-R10	Fraud Prevention	Investigation of fraud and theft within the business.	17 years
CX-R11	Intelligence Unit	Supporting the regional loss prevention managers in their role and providing the information they require.	9 years
CX-R12	Group Security	Analysis of data and putting packages together and sending them out to the regional director.	6 years
CX-R13	Group Security	Intelligence and technical lead.	9 years
CX-R14	Physical Security	Investigation of ID theft in terms of hijacked accounts, fraudulent set up of accounts and investigation of the web during the process of the fraud being committed.	6 years

Table 4 List of Interview Participants in *CY*

Participant Code	Participant Department	Participant Job Responsibility	Participant Experience
CY-R01	Group Business Services	Looking after the Microsoft estate including cloud infrastructure. Making sure that anything entered conforms to the correct standards.	15 Years
CY-R02	Asset Management	Supporting the IBM infrastructure, IBM officer application service infrastructure and IBM WebSphere Messaging infrastructure.	1 Year
CY-R03	Information Management Department	Responsible for managing data migration, data security, hardware and software setup.	5 Years
CY-R04	IT Department	Accountable for managing technical teams.	2 Years
CY-R05	Project and Programme Services	A trainer, e-Learning, research and development. Helping people's needs with the right frameworks and right regulations.	16 Years
CY-R06	Supply Chain	Manage delivery of work stream. Working on desktop transformation programme.	2 Months
CY-R07	PMPS	Managing communication in the company. Sending out communication emails to individuals and teams.	1 Year
CY-R08	Desktop Transformation Program	Supporting the regional loss prevention managers in their role and providing the information they require.	1 Year
CY-R09	Supply Chain	Commercialisation of excess capacity from the supply chain including selling of goods and services to third parties.	2 Years
CY-R10	Supply Chain	Commercialisation of excess capacity from the supply chain including selling of goods and services to third parties.	1 Year
CY-R11	Corporate Functions	To deliver business changes and new technology, to time, to cost and to quality.	5 Years
CY-R12	Maintenance and Development	Maintaining the ICT-infrastructure of the company.	3 Years
CY-R13	Information Security	Responsible for securing information. Looking after information security issues.	2 Years

Table 5 List of Interview Participants in CZ

Participant Code	Participant Department	Participant Job Responsibility	Participant Experience
CZ-R01	Information Technology	Managing the website of the company, updating web contents and handling the database at backend.	7 Years
CZ-R02	Information Technology	Looking after IT infrastructure, administrating existing system including the network and hardware in the company.	5 Years
CZ-R03	Information security	Handling information on security issues of the company. Managing firewalls and secure lines for the company.	5 Years
CZ-R04	Call Centre	Contacting the customers and providing sales advice.	3 Years
CZ-R05	Call Centre	Contacting the customers and providing sales advice.	1 Year
CZ-R06	Human Resources	Managing human resources in the company.	7 Years
CZ-R07	Call Centre	Contacting the customers and providing sales advice.	3 Years

Table 6 A comparison of related frameworks

Framework/Model	Functionality	Comprehensiveness	Adaptability	Focused Ongoing improvement	Empirically derived?	Focused components	
						Knowledge sharing	ID Theft Prevention
Arachchilage and Love et al. (2012)	No	No	N/A	No	Yes	Yes	Yes
Trkman and Desouza (2012)	No	Limited	N/A	No	Yes	Yes	No
Yan Li and Zetian Fu (2007)	No	Limited	N/A	N/A	Yes	Yes	No
Amin et al. (2010)	N/A	Limited	No	Limited	Yes	Yes	No
WenJie Wang et al. (2006)	N/A	N/A	N/A	No	No	No	Yes
Noor and Salim (2012)	Yes	Limited	No	Limited	Yes	Yes	No
Salleh (2010)	Yes	Yes	Yes	Yes	Yes	Yes	No

Table 7 Summary of KS enablers to prevent ID theft in OROs

KS Enablers for ID Theft Prevention KS Process	Literature Findings (need for KS Enabler availability)	Use of KS Enablers for ID Theft Prevention Knowledge Process			Recommendations of This Study
		Company X	Company Y	Company Z	
KM Infrastructure	Yes	No	No	No	The organisations should design and implement an effective KM infrastructure for learning how to share the knowledge of ID theft prevention.
ICT Know-How and Training	Yes	No	No	No	The organisations should design a comprehensive ICT know-how and training programme to educate the staff to share ID theft prevention knowledge.
Job Rotation	Yes	No	No	No	The organisations need to enable a job rotation process to facilitate a learning process for individuals who need to enhance their knowledge of ID theft prevention within and outside their working departments in the organisations.
Feedback on Performance Evaluation	Yes	No	No	No	The organisations need to implement an employee evaluation process and provide feedback regarding ID theft prevention KS and how to improve the knowledge of ID theft prevention.
Information Sourcing Opportunities	Yes	No	No	No	The OROs need to utilise and increase information sourcing opportunities for better learning of individual staff members for ID theft prevention KS.
Leadership Support	Yes	No	No	No	Support of leadership is required for individual staff members to learn to share knowledge of ID theft prevention in the organisations. Leadership should take steps for the development of a policy for individual staff learning to share the knowledge of ID theft prevention. Employee training and other learning activities are required in the online retail sector for the awareness of individual staff members to share the knowledge of ID theft prevention.
Knowledge Sharing Culture	Yes	Department level	No	Department level	The organisations should develop an employee learning culture of KS to prevent ID theft at intra-organisation level. The trust of other staff members working in non-technical departments should be increased for ID theft prevention KS in the organisations, so that individuals working in the companies share knowledge with confidence and boost the awareness of individual knowledge to prevent ID theft.